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PUBLIC SERVICE GUIDE

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Frank M. Jordan
Mayor
City & County of San Francisco

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REFERENCE BOOK

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MESSAGE FROM THE MAYOR'S CITIZENS' ASSISTANCE CENTER

Dear Fellow San Franciscan,

This guide has been produced as a resource to help in your interactions with agencies within the City & County of San Francisco, as well as other public agencies. In this guide, you will find names and telephone numbers representing a vast array of services available to you.

Other features include:

* an easily accessible quick-reference page containing important phone numbers for urgent situations,
* a list of important addresses, and
* a cross-referenced list of the neighborhoods of San Francisco with
* an accompanying map to help familiarize you with the city's different geographic areas.

Sincerely,

The Staff of the Mayor's Citizens' Assistance Center

USING THIS GUIDE

In working with public service agencies, you need to be clear about the information you are seeking or the problem you are trying to resolve. First, know the **facts**. It may help to ask yourself a few questions:

WHAT - specifically - is my problem or question?

WHO has jurisdiction over my concern? Is it Federal, State or Local? What is the most appropriate agency for my request?

WHEN can I realistically expect a solution to my problem?

TABLE OF CONTENTS

USING THIS GUIDE
TABLE OF CONTENTS
QUICK REFERENCE
BOARD OF SUPERVISORS
CITY SERVICES
OTHER SERVICES
FUNDING PROGRAMS
SOME IMPORTANT ADDRESSES
NEIGHBORHOOD INDEX
GEOGRAPHIC AREA MAP

3 1223 07086 5846

QUICK REFERENCE

Abandoned Vehicles	781-JUNK
Child Abuse Hotline	665-0757
Construction Noise	558-6096
Curb Painting	558-6434
Dead Animal Disposal	554-6364
Department of Public Works	695-2020
Elderly Abuse Hotline	557-5230
Fallen Electric Lines	761-9103
Fallen Trees	695-2162
Graffiti Hotline	241-WASH
Mayor's Office of Citizens' Assistance	554-7111
Mobile Assistance Patrol/ Public Drunkenness	431-7400
Muni Information	673-MUNI
Nuisance Noise	553-1012
Poison Control	476-6600
Street Cleaning	695-2017

BOARD OF SUPERVISORS

SAN FRANCISCO BOARD OF SUPERVISORS
City Hall, Room 235
(415)554-5184

Clerk of the Board	554-5184
Angela Alioto	554-7788
Sue Bierman	554-6661
Annemarie Conroy	554-7751
Terence Hallinan	554-7766
Tom Hsieh	554-5015
Barbara Kaufman	554-4880
Willie B. Kennedy	554-5734
Susan Leal	554-6644
Bill Maher	554-5401
Carole Migden	554-4033
Kevin Shelley	554-4005

CITY SERVICES

Abandoned Vehicles	781-5865
AIDS Office	554-9000
Airport Noise	876-2219
Ambulance	911
Animals	
Animal Control	554-6364
Health Complaints	255-3610
Noise Complaints	553-1013
Art Commission	252-2591
Assessor	554-5525
Attorney (or check Consumer Complaints in the White Pages of your phone book)	
Battered Women Shelters	
Asian Women's Shelter	731-7100
La Casa de las Madres	333-1505
Rosalie House	255-0165
Birth Records/Health Dept.	554-2714
Board of Supervisors	554-5184
Bureau of Building Inspection	
Construction Inspection	558-6096
Housing Inspection	558-6220
Public Information	558-6087
Business	
Chamber of Commerce	392-4511
Name Filing/County Clerk	554-4175
Business Taxes/Tax Collector	554-4426
Advice/Mayor's Office Business	554-6490
Chamber of Commerce	392-4511
Chief Administrative Officer	554-4851
Childcare Referrals	621-7833
City Attorney	554-4283
City Hall Operator	554-4000
Consumer Fraud Unit/District	553-1814
Controller	554-7503
Convention and Visitors' Bureau	391-2000
County Clerk/Superior Courts	554-4114
Courts	
Municipal	554-4532
Small Claims	554-4566
Superior	554-5150
Traffic	553-9457

Day Labor	554-1377
Death Records/Health Dept.	554-2710
Deeds/Recorder	554-4173
Disabilities/Mayor's Council	554-8925
Divorce/County Clerk	554-4114
Drugs	
Drug Abuse Hotline	362-3400
Police Hotline	553-1600
Fire Department	
Emergency	911
Administration/Inspections	861-8000
Garbage	
Dumping Complaints(Sidewalks)	558-5461
Street Cleaning/DPW	695-2017
Golden Gate Disposal	626-4000
Sunset Scavenger	730-1309
Graffiti Hot Line	241-WASH
Hall of Justice	553-1000
Health Department	554-2600
Toxics/Asbestos Inspections	554-2780
Environmental Inspectors	255-3610
Homeless	
Emergency Housing/Social Svcs	557-6201
Food and Shelter Info/Mayor	554-7111
Health Outreach Workers/ Tom Waddell Clinic	554-2950
Hospital/S.F. General	206-8000
Housing Authority	554-1200
Human Rights Commission	252-2500
Landlord-Tenant Info./Rent Board	554-9550
Law Library/City Hall	554-6821
Legal Problems	
Legal Assistance for the Elderly	861-4444
SF Bar Legal Referrals	764-1616
SF Neighborhood Legal Assistance	627-0220
Small Claims Court Legal Advice	554-4527
Licenses	
Marriage	554-4150
Business	554-4426
Street Vendor	553-1115

Mayor's Office	
Citizens' Assistance Center	554-7111
Business & Community Services	554-6490
Community Development	554-8950
Criminal Justice	554-6550
Housing	554-8780
Mental Health	981-4700
Municipal Railway	
Complaints	923-6164
Information	673-6864
Neighbor Disputes	
Community Boards	863-6100
Noise	
Industrial Noise/Health Dept.	554-2770
Construction Noise/ Building Inspection	558-6096
Nuisance/Police	553-1013
Office of Emergency Services	558-2700
Operator/City Hall	554-4000
Parking and Traffic	554-9811
Performing Arts Center	621-6600
Permits	
Appeals Board	554-6723
Building and Construction	558-6070
Tax Collector	554-4426
Police	
Emergency	911
General	553-0123
Complaints Against Personnel	553-1407
Port of San Francisco	274-0400
Public Defender	626-6878
Public Guardian	554-1150
Public Works	695-2020
Purchasing	554-6743
Real Estate	554-9850
Recreation and Parks	666-7200
Rent Board	554-9550
Residential Parking	554-5000
Retirement	554-1500
Schools	
Community College	239-3000
Public	241-6000
Seniors	626-1033
Sewer Repair	695-2096

Sheriff	554-7225
Sidewalk Inspection	554-8410
Social Services	
Administration	557-5000
AFDC	557-5723
Food Stamps	558-1000
General Assistance	558-1000
Mobile Assistance Patrol MAP	431-7400
SSI/Federal	557-6071
Street Cleaning	695-2017
Street Lights/ Public Utilities Commission	554-0730
Street Repair	695-2100
Suicide Prevention	221-1423
Tax Collector	554-4470
Trees/Urban Forestry	695-2114
Voters, Registrar of	554-4375
Water	
Billing	923-2420
Emergency Services	550-4911
Zoning/City Planning	558-6377
Zoo/Recreation and Parks	753-7083

OTHER SERVICES

AIDS/HIV Services	
AIDS Hotline	863-2437
AIDS/HIV Nightline(after 9PM)	
English	668-2437
Spanish	752-4866
SF AIDS Foundation	1-800-FOR-AIDS
Tagalog	1-800-FIL-AIDS
Business	
Chamber of Commerce	392-4511
Mayor's Office of Business and Community Services	554-6490
Small Business Administration Loans	1-800-462-9029
Counseling	
24 hour Crisis Clinic, SF General	206-8125
Drugs	
Freedom From Alcohol and Drugs	665-8077
Federal Government Agencies	
Veterans Administration	1-800-827-1000
Food Providers	
Food Bank	957-1076
Glide Memorial Church	441-6501
Meals on Wheels/Seniors	495-3333
Project Open Hand/AIDS, ARC	558-0600
Salvation Army	864-7000
St. Anthony's	552-3838
Gay, Lesbian and Bisexual Interest	
G.L.A.A.D.(Gay and Lesbian Alliance Against Defamation)	861-4588
Lesbian/Gay Switchboard (Bay Area)	(510)841-6224
Housing/Shelter	
Independent Housing Services	441-6781
Mayor's Multi-Service Center	292-2180
Mayor's Office of Housing	554-8770
Landlord/Tenant Information	
Asian Law Caucus	391-1655
Rent Board	554-9550
	554-9551
SF Bar Association	764-1600
Small Claims Court Legal Advice	554-4527
St. Peter's Housing Committee	282-8877

Other Agencies	
American Red Cross	202-0600
Catholic Charities	864-7400
Community Boards	863-6100
Immigrant Assistance Line	554-2444
Irwin Blood Bank	567-6400
Language Bank	885-0827
SF Bar Association	764-1600
SF Conservation Corps	928-7322
Salvation Army	861-0755
United Way	772-4357
Volunteer Center	982-8999
Runaway Youth	1-800-843-5200
Self Help	
CA Network of Self-Help Centers	1-800-222-LINK
Senior Services	
Catholic Charities	864-7400
Family Service Agency	474-7310
Meals on Wheels	495-3333
Senior Information and Referrals	626-1033
State/Federal Government Agencies	
Assembly Speaker Willie Brown	557-0784
Assemblyman John Burton	557-2253
Assemblywoman Jackie Speier	871-4100
Senator Barbara Boxer	403-0100
Senator Dianne Feinstein	249-4777
Senator Quentin Kopp	952-5666
Senator Milton Marks	474-0308
Board of Equalization	573-3855
Rep. Nancy Pelosi	556-4862
Rep. Tom Lantos	566-5257
State Contractors' Board	469-6200
State Dept. of Insurance	1-800-233-9045
State Franchise Tax Board	557-0796
Transportation	
BART	788-BART
Cal-Train	557-8661
Carpooling	861-POOL
Freeways	(510)654-9890
Municipal Railway	673-MUNI

Utilities	
Dept. of Public Works Info.	673-1980
Pacific Bell	1-800-773-9977
Pacific Gas and Electric	974-1555
Marina	673-3057
Water Department	923-2400
Water Quality	872-5942
Visitors' Bureau	974-6900
Youth Services	
SF Youth Line	752-2000
Runaway Help Line	1-800-843-5200

FUNDING PROGRAMS FOR NEIGHBORHOOD GROUPS

City Grants:

Neighborhood Beautification Grants	554-7979
DPW Graffiti Abatement Program	695-2144
San Francisco Beautiful	421-2608
Friends of the Urban Forest	543-5000

SOME IMPORTANT ADDRESSES

Frank M. Jordan
Mayor of San Francisco
City Hall, Room 200
San Francisco, CA 94102

San Francisco Board of Supervisors
City Hall, Room 235
San Francisco, CA 94102

US Senator Barbara Boxer
1700 Montgomery Street, Suite 240
San Francisco, CA 94111

US Senator Dianne Feinstein
1700 Montgomery Street, Suite 305
San Francisco, CA 94111

State Senator Quentin Kopp, 8th District
363 El Camino Real, Suite 205
South San Francisco, CA 94080

State Senator Milton Marks, 3rd District
711 Van Ness Avenue, Suite 310
San Francisco, CA 94102

Congresswoman Nancy Pelosi, 8th District
450 Golden Gate Avenue
San Francisco, CA 94102

Congressman Tom Lantos, 12th District
400 S. El Camino Real, Room 820
San Mateo, CA 94402

Governor Pete Wilson
455 Golden Gate Avenue
San Francisco, CA 94102

San Francisco Chamber of Commerce
465 California Street
San Francisco, CA 94104

San Francisco Convention and Visitor's Bureau
Hallidie Plaza, Powell at Market
San Francisco, CA 94102

San Francisco Giants
National Baseball League
Candlestick Park
San Francisco, CA 94128

San Francisco Forty-Niners
National Football League
Candlestick Park
San Francisco, CA 94128

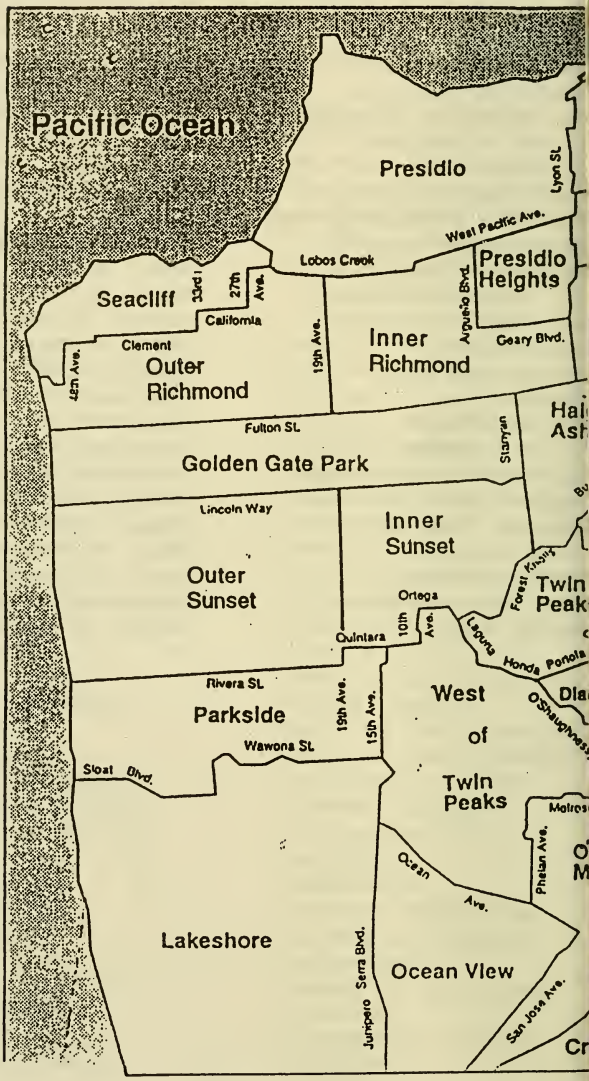
NEIGHBORHOOD INDEX

Index to Neighborhoods by Geographical Area

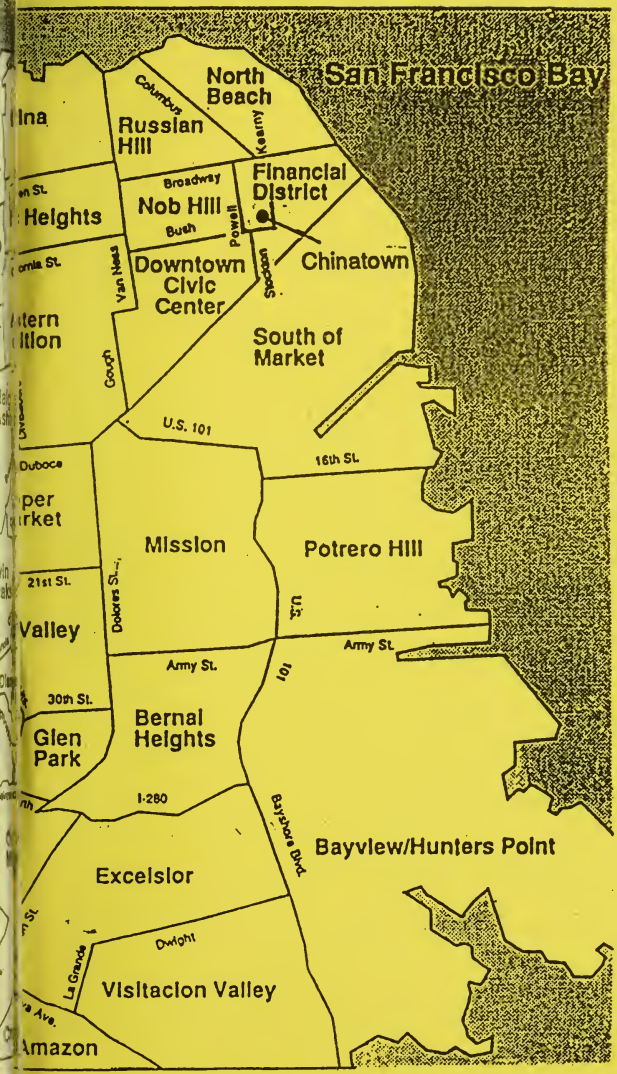
NEIGHBORHOOD	GEOGRAPHIC AREA
Alamo Square	Western Addition
Alcatraz Heights	North Beach
Anza Vista	Western Addition
Balboa Terrace	West of Twin Peaks
Beideman	Western Addition
Buena Vista	Haight Ashbury
Castro	Upper Market
Cayuga	Mission(outer)
Clement Street	Inner Richmond
Cole Valley	Haight Ashbury
Corona Heights	Upper Market
Cow Hollow	Marina
Crescent Avenue	Bernal Heights
Del Mar	Haight Ashbury
Dolores Heights	Upper Market
Dorado Terrace	West of Twin Peaks
Duboce Triangle	Upper Market
Duncan-Newburg	Noe Valley
Edgewood	Haight Ashbury
Eureka Valley	Upper Market
Fair Oaks	Mission
Fairmont	Glen Park
Fillmore Street	Western Addition
Fisherman's Wharf	North Beach
Forest Hill	West of Twin Peaks
Forest Knolls	West of Twin Peaks
Francisco Heights	Richmond (inner)
Golden Gate Heights	Sunset (inner)
Golden Gate Valley	Marina/Pacific Heights
Ingleside	Oceanview
Japantown	Western Addition
Jordan Park	Presidio Heights
Lakeside	Lakeshore
Laurel Heights	Presidio Heights
Liberty Hill	Mission
Lincoln Park	Richmond (outer)
Little Hollywood	Bayview

NEIGHBOROOD	GEOGRAPHIC AREA
Maiden Lane	Financial District
Midtown Terrace	Twin Peaks
Miraloma Park	West of Twin Peaks
Monterey Heights	West of Twin Peaks
New Mission Terrace	Mission (outer)
North of Market	Downtown/Civic Center
Parkmerced	Lakeshore
Parnassus Heights	Haight Ashbury
Portola & McLaren Park	Excelsior
Sacramento Street	Presidio Heights
Sherwood Forest	West of Twin Peaks
St. Francis Woods	West of Twin Peaks
St. Mary's Park	Bernal Heights
Sunnyside	West of Twin Peaks
Telegraph Hill	North Beach
Tenderloin	Downtown/Civic Center
Union Street	Marina
Union Square	Downtown/Civic Center
University Terrace	Richmond (inner)
Upper Grant Avenue	North Beach
Vulcan Stairway	Upper Market
West Portal	West of Twin Peaks
Westwood Park	West of Twin Peaks
Van Ness Avenue	Downtown/Civic Center
Yerba Buena	South of Market

SAN FRANCISCO NEI



BORHOODS


San Francisco Bay
North Beach
Columbus
Kearny
Russian Hill
Financial District
Broadway
Nob Hill
Bush
Powell
Stockton
Chinatown
Van Ness
Downtown Civic Center
Gough
South of Market
U.S. 101
16th St.
Duboce
Mission
Potrero Hill
Dolores St.
21st St.
Valley
Army St.
30th St.
Glen Park
Bernal Heights
I-280
Bayshore Blvd.
Bayview/Hunters Point
Excelsior
Dwight
La Grande
Visitacion Valley
Amazon

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